

**A STUDY ON PERCEPTION OF PEOPLE ON ARTIFICIAL INTELLIGENCE AND
CAN IT BE REPLACED BY HUMAN BEING.**

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ABSTRACT

Artificial intelligence is an unique subfield of computer science and technology that has found applications in a variety of industries over the course of the last six decades.. Human resource practises are not an exception to the pervasive influence of artificial intelligence in virtually all fields. Human resource management is an important aspect of every firm, and it is imperative that those involved in human resource management are familiar with the idea of artificial intelligence. Some experts, on the other hand, argue that AI is one of the advanced technologies created to aid people and that it would never replace human With the advancement of technology, artificial intelligence has matured and gained traction in numerous fields of science and technology. More emphasis is being placed on the subfields of artificial intelligence, machine learning, and deep learning. As a result, a number of machine learning models have been built to make use of existing data and complete the specified tasks, including segmentation, classification, error detection, etc. Some academics are of the opinion that more advanced and sophisticated forms of artificial intelligence pose a danger to the human race, and that in the decades to come, AI will significantly reduce the demand for human resources across the globe. Artificial intelligence is one of the cutting-edge tools that was developed to make people' lives easier, but it will never be able to take the place of manual labour. In light of the factors that have been discussed thus far, the major purpose of this research is to investigate the perspectives of employees on the use of technology that incorporates artificial intelligence in human resource management. An online survey was the method that was utilised for the data gathering process, and the instrument that was utilised was a questionnaire. In addition to concentrating on the participants' perspectives towards artificial intelligence (AI), the study aims to get an understanding of the AI technologies that are now being applied in Human Resources practises.

The vision of the study is to understand if artificial intelligence should be directed by original thought with the long-term goal of enchanting new commercial strategies and models and can AI be utilized in Human Resources practice and also to understand if AI threat to human Resource model. Thus, the current trend of artificial intelligence (AI) and computers are making our life easier, yet their human creators pose a threat.

Keywords : *Perception, Artificial intelligence technologies, Human resources practices.*

INTRODUCTION

The development of advanced artificial intelligence will either be the best or the worst thing to ever happen to humans. The development of the most advanced artificial intelligence has raised numerous problems, such as whether it is possible to replace humans. , Human impact of artificial intelligence? Will artificial intelligence improve the quality of life? The ultimate objective of artificial intelligence development? These questions, etc., refract and increase based on your circumstances. Those who can help build artificial intelligence solutions have a bright future. However, if you make a profession in a field where artificial intelligence poses a threat, you may be replaced and lose your livelihood in the near future. This study discusses the threat that artificial intelligence poses to human life, as the world of the next generation is entirely dependent on the development of artificial intelligence. The purpose of this research is to investigate the opinions held by HR experts and workers on the use of Artificial Intelligence (AI) technology in the field of human resource management. The research investigates how participants feel about artificial intelligence (AI) and attempts to get a knowledge of the AI technologies that are already being used by departments of human resources. The purpose of this research is to investigate the opinions held by HR experts and workers on the use of Artificial Intelligence (AI) technology in the field of human resource management. The purpose of the study is to get a knowledge of the artificial intelligence technologies that are already being used by Human Resources departments and to focus on how participants perceive AI.

PURPOSE OF RESEARCH

- ▶ The purpose of the study is to deals with people’s opinion on usage of artificial intelligence in their day-to-day lives
- ▶ The study also deals with people’s opinion on possibility of human intelligence being replaced by artificial intelligence.
- ▶ To study also deals with perception of Respondents about artificial intelligent.

Objective

1. There is an association between demographic profile and awareness of Artificial intelligence.
2. There is an association between demographic profile and awareness of Artificial intelligence.

3. To study main difference between demographic profile with replacement of Artificial intelligence.

LIMITATIONS OF THE STUDY

1. The study might only have relevance outside of Bangalore.
2. The survey has been conducted only among 100 respondent in different profession.
3. Since the period of the study is restricted, it is possible that it will not be able to cover the entire scope.
4. Since the research was conducted for the years 2021 and 2022 and data were collected from a variety of professions in Bangalore, the findings may be subject to change in the years to come.

Null Hypothesis

1. There is no association between demographic profile and awareness of Artificial intelligence.
2. There is no association between demographic profile and replacement of human intelligence by artificial intelligence.
3. There is no association between mean differences of demographic profile with replacement of Artificial intelligence.

Review of Literature

Loebbecke, Claudia & Sawy, Omar & Kankanhalli, Atreyi & Markus, M & Te'eni, Dov & Wrobel, Stefan & B., Ch & Rydén, Pernille. (2020). This paper argues the role of Artificial intelligence as the author explains different professions across the globe, the paper discusses about a specific profession and makes a conclusion stating AI will replace human creatives with reference to Arts and Paintings. There have been art pieces generated by the AI which is difficult to differentiate if it was don by human or machine. There have been arguments stating highly intelligent or skilled tasks cannot be replaced which is also knowledge-intensive tasks to be specific AI has already replaced majority of the tasks.

Zhou, Ya & Kankanhalli, Atreyi. (2021)

The paper examines the city resources and how with the help of AI smart city can be built, this requires automation and efficiency. There are challenges that can be witnessed in terms of regulations and discriminations in legal and ethical issues. The paper further states understanding the challenges the issues can be addressed and there are literary framework that can be developed for a smart city and working towards it is possible.

Olivier, Bert. (2017) The researcher in this paper describes about “computationalism”, He argues stating the conceptions of the mind which restricts abstract reasoning and calculation. The paper states the similarities that is seen like the cognitivist approach which has been one of the recognition that most of the researchers cannot ignore while understanding how the AI works. The major distinction the paper tries to draw is the intelligence of emotion like care and the desire that machines aren’t capable of simulating. The functions of reasoning and calculations also differ from AI to human intelligence is also examined.

Nature of the study

- ▶ The research has been done mainly through the collection of primary data.
- ▶ The collection of data was done by conducting a survey of 100 people through Google forms to understand their awareness on artificial intelligence and their opinion on replacement of human intelligence.
- ▶ The people of age 18 to 45 and above were our target audience, who are literates and are users of artificial intelligence.

Tools used for collection of data

- ▶ Survey through Google forms.
- ▶ Questionnaire.
- ▶ Participant observation.

Tools utilised for data analysis include:

- Percentage analysis;
- Chi-square test;
- One-way analysis of variance test;
- Multiple response analysis;
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DEMOGRAPHIC PROFILE

Table 1

Demographics	Frequency	Perc	CUMMULATIVE PERCENTAGE
Age Range			
“18-25 years “	62	62	
“26-35 years “	15	77	
“36-45 years”	12	89	
Above 45 years	11	100	
Gender			
Male	55	55	
Female	45	100	
Marital Status			
Married	40	40	
Unmarried	60	100	
OCCUPATION			
private jobs			
business	27	27	

housewife	30	57
government jobs	12	69
other occupation	20	89
	11	100

Table 2

MULTIPLE RESPONSES ON MAJOR PROBLEMS SOLVED BY ARTIFICIAL INTELLIGENCE.

		GENDER-COUNT		Total
		MALE	FEMALE	
AI daily Life	online shopping	15	23	38
	transport	10	14	24
	cyber security	15	14	29
	navigation	16	25	41
	food	18	16	34
	medicine	16	13	29
	Others	4	11	15
Total		55	45	100

According to above table we can say that females use artificial intelligence more than males in daily life. To be more specific females use artificial intelligence for navigation, online shopping, food whereas males use artificial intelligence for navigation, cyber security, transports and they feel that in other things artificial intelligence is useless.

Table 3: MULTIPLE RESPONSES ON MAJOR PROBLEMS SOLVED BY ARTIFICIAL INTELLIGENCE.

			GENDER		Total
			MALE	FEMALE	
Major problem solved by AI.	Health	Count	16	20	26
	Education	Count	20	11	21

	Transportation	Count	9	15	24
	Environment	Count	5	16	21
	Security	Count	9	17	26
	Other	Count	9	16	25
Total		Count	55	45	100

According to above table we can state that females think artificial intelligence can solve major issues like health and security whereas males think that the artificial intelligence can solve issues like education. Males also think that artificial intelligence can solve issues related to environment, security and transportation. Therefore we can conclude that according to males and females, the most major issue solved by artificial intelligence is education, health, and security.

Table 3: CHI – SQUARE TEST ON AWARENESS OF ARTIFICIAL INTELLIGENCE

		AGE	GENDER	QUALIFICA TION	OCCUPATIO N
Artificial intelligence good for society	Chi-square	36.027	3.482	14.853	22.846
	Df	12	4	8	16
	Sig.	.000*	.481	.062	.118
Artificial intelligence efficient than humans .	Chi-square	29.737	7.159	16.676	25.078
	Df	12	4	8	16
	Sig.	.003	.128	.034	.068
Ai replace humans at work	Chi-square	56.072	4.368	35.320	19.437
	Df	12	4	8	16
	Sig.	.000	.358	.000	.247
Ai replace human intelligence.	Chi-square	23.174	6.705	29.408	22.228
	Df	12	4	8	16
	Sig.	.026	.152	.000	.136
What is your level of understanding artificial intellience .	Chi-square	38.623	4.737	38.236	19.963
	Df	12	4	8	16
	Sig.	.000	.315	.000	.222
We use AI in daily life,	Chi-square	33.873	9.560	23.105	20.022
	Df	12	4	8	16
	Sig.	.001	.049	.003	.219

► **Analysis:** in the above table we can see that there is significance level is less than 5% hence, there is a relation between age and awareness of artificial intelligence and also there is relationship between qualification and replacement of artificial intelligence , there is relationship between qualification and use of artificial intelligence in daily life . Since the significance level is more than 5% there is no association between awareness and other variables hence, the hypothesis gets rejected.

Table 4: CHI –SQUARE TEST ON REPLACEMENT OF ARTIFICIAL INTELLIGENCE.

	AGE	GENDER	QUALIFICA TION	OCCUPATIO N	
Prepare to defend yourself before developing dangreous ai technology?	Chi-square	46.749	5.139	23.121	17.771
	Df	12	4	8	16
	Sig.	.000*	.273	.003	.337
Dont give machnies to much power over you	Chi-square	32.777	6.663	14.368	19.593
	Df	12	4	8	16
	Sig.	.001	.155	.073	.239
Stop being lazy .	Chi-square	37.910	8.990	24.706	23.299
	Df	12	4	8	16
	Sig.	.000*	.061	.002*	.106
Come out of comfort zone .	Chi-square	25.491	6.432	22.867	13.289
	Df	12	4	8	16
	Sig.	.013*	.169	.004*	.652
There should be some limitations by government or the company .	Chi-square	37.951	4.326	46.604	20.190
	Df	12	4	8	16
	Sig.	.000*	.364	.000*	.212
Not to train the machine to act like human .	Chi-square	32.424	7.405	14.829	11.419
	Df	12	4	8	16
	Sig.	.001	.116	.063	.783
Develop different technology to make sure that machine are not out of control	Chi-square	23.087	6.755	17.797	28.496
	Df	12	4	8	16
	Sig.	.027*	.149	.023*	.028

► **Analysis:** according to the above table, since the significance level is more than 5% there is an association between age and replacement of human intelligence by artificial intelligence, there is relationship between prepare to defend yourself before developing dangerous artificial

intelligence technology and qualification and also there is a relationship between there should be some limitations by government or the company and qualification. Whereas there is no association between replacement of human intelligence by artificial intelligence and other variables.

Table 5: ONE WAY ANOVA TEST ON AGE AND REPLACEMENT OF HUMAN INTELLIGENCE BY ARTIFICIAL INTELLIGENCE

		Sum of Squares	df	Mean Square	F	Sig.
Prepare to defend yourself developing dangerous technology?	Between Groups	14.292	3	4.764	6.013	.001
	Within Groups	52.293	66	.792		
	Total	66.586	69			
Dont give machnies to much power over you .	Between Groups	12.280	3	4.093	5.229	.003
	Within Groups	51.663	66	.783		
	Total	63.943	69			
Stop being lazy	Between Groups	4.869	3	1.623	1.665	.183
	Within Groups	64.331	66	.975		
	Total	69.200	69			
Come out of comfort zone	Between Groups	2.863	3	.954	.930	.431
	Within Groups	67.708	66	1.026		
	Total	70.571	69			
There should be some limitations government or company	Between Groups	6.343	3	2.114	2.823	.046
	Within Groups	47.936	64	.749		
	Total	54.279	67			
Not to train the machine to act like human.	Between Groups	5.407	3	1.802	1.760	.163
	Within Groups	67.579	66	1.024		
	Total	72.986	69			
Develop different technology to make sure that machine are not out of control.	Between Groups	4.448	3	1.483	1.787	.158
	Within Groups	54.752	66	.830		
	Total	59.200	69			

► **Analysis:** since the significance level is less than 5% there is relationship between ages and prepare to defend yourself before developing dangerous artificial intelligence technology and there is also association between age and don't give machines to overpower you. Whereas there is no relationship between age and other statements hence, the hypothesis gets rejected.

SUGGESTION

- According to the above tests and statements, we can conclude that different age groups are more likely to use artificial intelligence, whereas people are becoming lazy with artificial intelligence improvement, implying that necessary steps should be taken to limit the rule of artificial intelligence on
- The government should take steps to limit the use of artificial intelligence so that it does not replace human intelligence
- Other demographic variables (gender, qualification, occupation) believe that artificial intelligence lacks human emotions and is simply a machine that follows human instructions.
- As a result, the government should take the necessary steps to address this issue.
- Despite the fact that the other variables are literate and educated, they lack proper knowledge of artificial intelligence. As a result, steps should be taken to improve their knowledge and awareness of artificial intelligence.
- We can conclude from the observations above that females are more aware of artificial intelligence than males, and females use artificial intelligence more than males in daily life.
- Because many people are unaware of artificial intelligence, an artificial intelligence drive or seminar should be held to educate them about artificial intelligence and its applications in everyday life.

Conclusion:

□ AI has become a very essential item in recent years, and it is gradually getting more widespread and accessible all around the world. However, the idea that AI would eventually replace humans is unfounded since, at the end of the day, it is people who are responsible for the creation of AI and the programming of its algorithms.

AI are gradually but certainly displacing humans and taking over many vocations. And things will simply continue to become worse. In the not too distant future, there will be machines that operate on increasingly complex algorithms. In addition to this, they will be able to complete responsibilities that are presently above their capabilities.

As a result, the concept that robots would one day entirely replace human intellect and take over the world is not such a far-fetched thought as it once was. The relevance of artificial intelligence (AI) technologies in the effective operation of HR departments and in achieving a competitive advantage in the market has been highlighted in great detail in the research.

The study also provided a list of the numerous issues that are preventing the use of an AI system in HR operations. In conclusion, it is clear from the research that employees are totally confident about the AI technologies, and they do believe that AI technologies are about to augment HR workforce in all possible ways. This finding is supported by the fact that employees believe that AI technologies are about to augment HR workforce.

According to the findings of the study, businesses should also make it a priority to integrate AI technology into human resource management procedures such as planning and decision making, recruiting, training and development, performance evaluation, and work-life balance..

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